

## ABSTRACT

This user guidance system 1 is provided with a communication history receiver 101 for receiving communication history information of a mobile communication terminal 2; a traffic information generator 102 for receiving resource state information from a base station 3 and for generating communication traffic information at the base station; a dissatisfaction calculator 103 for calculating a dissatisfaction with a recommended action to a user of the mobile communication terminal 2, based on the communication history information and the communication traffic information; a recommended action extractor 104 for extracting a recommended action for the user to be notified of, based on dissatisfactions with a plurality of recommended actions; and an information transmitter 105 for transmitting the recommended action to the mobile communication terminal 2.